

NETWORK MANAGER REPORT



NOVEMBER 2008

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

The end of November brings to a close the peak of the renewal season for many of our state partners. The focus for November was completing the busy license renewal season and preparing for the implementation of several new online applications scheduled to go live in December and January. During the month of November, Alabama Interactive (AI) implemented two new applications and completed change management updates for two additional applications. Year to date, AI has released a total of 22 new applications to production.

Highlights for the month were:

- Alabama Board of Nursing is experiencing another successful license renewal season with over 20,931 Registered Nurses renewing online in November. Registered Nurses renew their licenses every other year.
- The Alabama Home Builders Licensure Board had almost 4,000 licenses renew online this year during the normal renewal period. Late renewals begin on December 1st.
- AI launched its first application for the Alabama Development Office. The Industrial Records Search allows users (subscribers and non-subscribers) to access a records database, where they can search a variety of fields including, but not limited to, industry sectors, industrial classification codes, location, contact information and company name.
- The Alabama Board of Heating and Air Conditioning Contractors had a 10% increase compared to last November in the adoption of their online license renewal.
- In November, AI met several times with the Department of Revenue to discuss providing merchant services for their Electronic Title Application Processing System (ETAPS).
- During the month of November, the hunting and fishing license application for Department of Conservation and Natural Resources issued over 73,000 licenses through the point-of-sale and online applications.
- The AI team completed another application for the Alabama Home Builder's Licensure Board. The Inactive License Renewals allows corporations and individuals to renew their inactive licenses online. AI maintains 11 applications for this Board.
- In the month of November merchant services for the Alcoholic Beverage Control stores grossed over \$10.2 million.

Marketing

In November, the Alabama Criminal Background Check application was awarded honorable mention at the 2008 Innovative Alabama Governments Summit Awards for its efforts in the area of Digital Government Innovation. The application was made a success through the combined efforts of the Alabama Criminal Justice Information Center, Administrative Office of Courts, Department of Public Safety and AI.

AI also issued a November press release announcing the completion of the Alabama Development Office's Industrial Record Search Database. Web access to the database will be offered through user subscriptions and an interactive service. A one-year subscription will provide users access to the industrial database with a variety of searchable fields including, but not limited to: industry sectors, industrial classification codes, location, contact information, and company name.

Customer Service

In November, Alabama Interactive's customer service team completed a nomination for the 2009 Government Customer Support Excellence Awards. The nomination highlighted the teams familiarity to the numerous technologies offered, allowing customer service to provide a tailored response to each customer's particular inquiry.

The customer service team also answered 892 off line and live help chats. This was over 70% more than the number of responses sent in November 2007.

Development

The AI Dev-Share team held one meeting during the month of November. During the meeting the team discussed and prepared for AI's upcoming internal security audit. As the eGov oversight committee is aware, Alabama Interactive performs continuous audits in order to maintain compliance and certifications with industry leading metrics. In addition, the team also discussed potential enhancements to the change management process for the development updates and how they could be improved. Other topics of discussion included the new project tracking software that the portal will be moving to, and plans to use this tool to improve the development cycle. The development team has also begun looking at new software and ideas for next year's portal redesign.

PROJECT REPORT

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama background checks of arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008
Alabama Dept of Environmental Management	Merchant Service	Allows users to pay for hazardous waste permits online	05/16/2008

Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow corporations to renew their expired inactive licenses online	05/30/2008
Alabama Dept of Economics and Community Affairs	Merchant Service	Allows buyers to purchase surplus property via credit card at live auctions	05/29/2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online	06/23/2008
Alabama Board of Court Reporting	License Renewal	Allows court reporters to renew their licenses online	07/30/2008
Alabama Alcoholic Beverage Control Board	Merchant Service	Over the counter solution for ABC retail locations	08/15/2008
Alabama Secretary of State	UCC Searches	Allows subscribers to search UCC filings by filing number or name	09/4/2008
Alabama Alcoholic Beverage Control Board	Initial License	Initial License Renewal for stores	09/30/2008
Alabama Board of Examiners of Landscape Architects	License Renewal	Allow users to renew their license online	10/01/2008
Alabama State Veterinary Medical Board	Technician License Renewal	Allows technicians to renew their license online	10/01/2008
Alabama State Veterinary Medical Board	Faculty License Renewal	Allows licenses to be renewed online	10/01/2008
Alabama Home Builders Licensure Board	Inactive License Renewals	Allows corporations and individuals to renew their inactive license	11/18/2008
Alabama Development Office	Industry Records Sales	Intranet Report for subscribers and interactive users selling industry records	11/24/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications	02/20/2008

Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case mgr training application which provides exam results and dates of completion for the department	03/21/2008
Alabama Board of Interpreters and Translators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate	03/13/2008
Alabama Department of Revenue	Vehicle Information Check	Update to allow users to subscribe to this service	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses	03/10/2008
Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales	04/14/2008

Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application	04/23/2008
Alabama Real Estate Commission	License Renewals	Update to the existing application	05/27/2008
Alabama Board of Accountancy	License Renewal	Update to the import and export script	05/14/2008
Alabama Forestry Commission	License Renewals	Update to the existing renewal application	06/30/2008
Alabama Board of Cosmetology	License Renewal	Update to renewal application allowing salon licensees to renew multiple license types	06/16/2008
Alabama Home Medical Equipment Service Provider	License Renewal	Added PDF receipt to the existing application	07/01/2008
Alabama Department of Conservation and Natural Resources	Becoming Outdoor Woman (BOW) Registration	Update to include fall sessions for BOW	07/30/2008
Alabama Real Estate Appraisers Board	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Physical Therapy	License Renewals	Update to the existing renewal application	07/31/2008
Alabama State Board of Auctioneers	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Architects	License Renewal	Update to current license renewal	08/15/2008
Alabama Board of Nursing	RN License Renewal	Allow licensees to renew online	08/29/2008
Alabama Department of Conservation and Natural Resources	Hunting/ Fishing	Update to current license application	08/29/2008

Alabama Department of Revenue	Export File	Update to existing export file	08/29/2008
Alabama Board of Optometry	License Renewal	Update to existing application	10/1/2008
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	10/1/2008
Alabama Board of Examiners for Speech-Language Pathology and Audiology	License Renewal	Update to existing renewal application	10/1/2008
Alabama Department of Public Health	Facility Renewal	Update to existing facility renewal application	10/1/2008
Alabama Board of Heating & Air Conditioning Contractors	License Renewal	Updated existing application requirements for renewal eligibility	10/1/2008
Alabama State Veterinary Medical Board	License Renewal	Updates to existing renewal application	10/1/2008
Alabama Board of Engineers and Land Surveyors	License Renewal	Update to add CE's to current application.	10/1/2008
Alabama Real Estate Commission	Simple Transfers	Update to existing database queries	11/3/2008
Alabama Board of Engineers and Land Surveyors	Certificate of Authorizations	Update to existing application	11/4/2008

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	This application is on hold by the agency.	January 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search titles online	This application is in agency testing.	May 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allow users to pay for initial title replacements online	This application is in agency testing	October 2008
Alabama Department of Public Health	Child Health IVR Solution	Allow users to make AllKids payment via phone	This application is in agency testing	November 2008
Alabama Board of Cosmetology	Group Verification	Allow users to have access to group verification online	This application is in internal testing	October 2008
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Allow users to apply for license online	This application is in internal testing	October 2008
Alabama Social Work Examiners Board	Initial License Application	Allow users to apply for initial license online	This application is in agency testing	November 2008

Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	This application is in agency testing	October 2008
Alabama Ethics Commission	Lobbyist Registration	Allow lobbyist to register online	This application is in internal testing	December 2008
Alabama Department of Child Abuse and Neglect Prevention	Children's Trust Fund Payment Portal	Allow users to make payments online	This application is in the agency testing	TBD

In Development ...

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allow users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Court Reporting	Initial License	Allow users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Department of Corrections	Inmate Canteen	Allow payments for online inmate canteen	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	October 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal development	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	October 2008

Alabama Department of Revenue	Auto Dealers License Renewal/Initial	Allow auto dealers to renew and apply for license online	This application is in the pre project phase	October 2008
Alabama Liquefied Petroleum Gas Board	D, E, F Permit Renewals	Allow users to renew their permit online	This application is in the pre project phase	January 2009
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application	Allows for surety bonds to be applied for online	This application is in the pre project phase	TBD
Alabama Department of Public Health	Vital Records Merchant Services	Provide Merchant Services to agency	This application is in the pre-project phase	TBD
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in the pre-project phase	December 2008
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Development Office	Industrial Survey	Allows industrial corporations to complete their annual survey online	This application is in development	December 2008

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the pre-project phase.	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in development	September 2008
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in development.	September 2008
Alabama Secretary of State	UCC Filings	Update to allow batch file for UCC web service	This application is in development	September 2008
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in the pre project phase	TBD
Alabama Information Systems Division	IT Strategic Planning Update	Update to existing application	This application is in development	TBD
Alabama Secretary of State	Merchant Services	Update Authorizing Transactions	This application is in development	October 2008
Alabama Real Estate Commission	Certification Updates	Update to existing application	This application is in development	TBD
Alabama Department of Public Safety	Merchant Service Updates	Update to field in Webservice	This application is in development	December 2008
Alabama Board of Electrical Contractors	License Renewal Updates	Update to renewal dates and late fees	This application is in development	December 2008

SERVICE REQUESTS

Service Request #191

Alabama Department of Labor, Elevator Division – Merchant Services

Alabama Interactive requests and recommends this service for the Alabama Department of Labor is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #192

Alabama Department of Labor, Boiler Division – Merchant Services

Alabama Interactive requests and recommends this service for the Alabama Department of Labor is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #193

Alabama Board of Licensure for Professional Geologists – Geologist License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Licensure for Professional Geologists is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #194

Alabama Board of Massage Therapy – Therapist License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Massage Therapy is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #195

Alabama Department of Revenue – Merchant Services for ETAPS

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

MONTH IN REVIEW

Total November AI Network Transactions	453,850
Average Successful Request per Day:	15,128
Total November alabama.gov Visitors:	246,896
Total November alabama.gov Page Views:	1,105,225
Total November alabama.gov Chats or Offline Messages from Live Help:	892

OPERATIONS & ADMINISTRATION

In November, Alabama Interactive concentrated on wrapping up another successful license renewal with strong customer service. AI is also conducting several agency meetings in order to plan the development of numerous applications for 2009.

OTHER BUSINESS/IN CLOSING

In closing, November has been a busy month as many license renewal periods come to a close. With high volumes in online license renewals, also come many inbound phone calls with questions from constituents. The staff of Alabama Interactive dedicated their efforts to customer service and the successful completion of another license renewal period for several state agency partners. Several agencies continue to experience strong year over year adoption rates.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright